

## Customer Case Study

### Application

- ✓ Internal 100-Agent Help Desk
- ✓ Online Self-Service
- ✓ Workflow Automation
- ✓ Project Management

### Business Need

- To find a web-based solution to centrally manage help desk activities within the IT department
- The flexibility to use it for additional projects – including new employee training, tracking requests to vendors, and payroll request tracking

### Solution

**FootPrints** – 100% web-based help desk and support automation software

How does one of the leading healthcare organizations in Maine provide support to over 3,500 personnel across several different facilities?

Eastern Maine Healthcare uses **UniPress® Software's FootPrints®** to ensure that its physicians, faculty, and their respective clinical information systems are highly available.



Located in Bangor, Maine, Eastern Maine Healthcare (EMH) is one of three designated trauma centers in the state. It has been serving Central, Eastern, and Northern Maine for over a century. The central location, a 450-plus bed healthcare facility, is staffed with hundreds of physicians and thousands of healthcare professionals. EMH also has several outreach clinics and 5 affiliated hospitals that are all linked to its central network infrastructure front-line supported by Fred Sherwood and his help desk support team, along with a large group of highly skilled technical support professionals. Approximately 100 people make up the IT department; all of whom interact with the help desk using FootPrints.

Mr. Sherwood's business objective for the help desk support structure is very clear: to ensure that all incoming customer requests are handled efficiently and effectively in a timely manner. This requires excellent communication among the entire support structure. It's also critical that customers are kept informed about the status of their requests. The dynamics of FootPrints allows EMH to ensure the mission critical clinical systems used by the physicians and staff are always operational – around the clock – so they can deliver the most effective care to patients in need.

### The Challenge

With Eastern Maine Healthcare's IT network infrastructure spanning the central site as well as several remote facilities, the task of tracking service and technical requests was quite daunting. Prior to migrating to a web-based service desk system, EMH used Silvon's Help Line project management solution. This "plain vanilla" call center logging and tracking system was used by EMH's 100 agent service desk, responsible for supporting over 3,500 faculty, including 300 physicians and specialists.

Two years ago, EMH decided to replace their current client/server-based Help Line system with one that offered more flexibility and functionality. The company was also looking to leverage email and the web to augment its inbound, telephone-centric service requests, and improve processes and efficiencies.

## Key Features for Eastern Maine Healthcare

- Self-service online
- Knowledge base
- Task automation
- Auto assignment
- Reporting
- Escalation
- Built-in remote control

### The Approach

When Eastern Maine began considering a new web-based service desk, they specifically needed a system that could be easily customized to fit their existing processes and workflow. Task automation, auto-assignments, customization, reporting, and self-service online capabilities were critical factors. EMH wanted to equip its 100-agent team with a range of tools to improve response times and increase its percentage of first-level problem resolution.

“As we began the review process, one of the key criteria was that the help desk system had to be web-based, making it easy for our agents to access the system via a browser,” explained Fred Sherwood, Help Desk Manager at Eastern Maine Healthcare. Sherwood and his team evaluated Intuit® Track-It®, DKHelpDesk™ from DKSystems, as well as UniPress Software’s FootPrints. Sherwood ultimately chose FootPrints because it was very intuitive and offered tremendous flexibility.

“We initially selected FootPrints to manage our internal support requests, but also realized the system can be easily expanded to help us easily track other important business activities, such as human resource issues and technical requests we submit to some of our key vendors.”

### The FootPrints Solution @ Eastern Maine Healthcare

To date, FootPrints is providing EMH with an effective system to deliver internal support to its 3,500 users located at the central facility and other remote facilities. According to Sherwood, his 100-agent service desk accommodates a broad range of IT needs, from applications support to desktop and networking services. They manage approximately 3,000 incoming support requests each month, averaging 160 calls per day. The bulk of the daily calls occur Monday through Friday during prime business hours, and they are critical to the specialized in-house clinical information system from Cerner Corp., which is used to support a broad range of vital patient care.

“FootPrints was very easy to install,” added Sherwood. “We customized FootPrints within a few days and staged the roll-out over two months in order to give the team ample time to grasp the depth and breadth of the system.”

With FootPrints, technicians can centrally track requests submitted via email, the web, and phone. This central repository serves as the nerve center for technicians and users to track all requests and easily create EMH’s knowledge base. This knowledge base currently has more than 180 solutions to frequently asked problems and issues and is key to facilitating self-service online.

“We wanted our users to play a larger role in the help desk process and make the tools available for them to help themselves,” says Sherwood. “We have been able to accomplish this by giving users access to FootPrints to resolve their problem on their own, before submitting a ticket to the help desk via the web or e-mail.” This has improved the efficiency and speed of our technical support. It has also freed up agents to focus on more complex issues and requests.”

“As a healthcare facility and trauma center, it is critical that service and support requests are addressed quickly and efficiently. FootPrints allows us to centrally manage issues and it provides my team with the tools to solve them quickly.”

– Fred Sherwood, Help Desk Manager

For more intricate technical issues, EMH technicians can leverage FootPrints' built-in remote control and diagnostics features to troubleshoot and identify problems, without requiring a visit. This is especially useful for supporting users located in EMH's remote facilities.

Once a service request is issued in FootPrints, automated support tasks are activated. Notifications are automatically sent internally to the agents on duty, as well as to the user who made the submission. Agents have the ability to assign issues to a work group or to a specific technician, based on a specific expertise. FootPrints' auto-assignment capabilities allow agents to implement a triage system that distributes specific requests to the appropriate technician. Additionally, if an assigned "standard" service request is not responded to within 4 work calendar hours, their system is set-up to automatically escalate the request to support managers via email notification. This enables the help desk support team to keep track of outstanding requests and eliminate any from falling through the cracks.

FootPrints' reporting capabilities help Sherwood and his team analyze trends and manage the group's workflow. "We needed to be able to report on who did what, how long it took that agent (versus others) to solve the issue, recurring issues, and the number of open and closed tickets. Our robust time tracking reports tell us how issues are resolved and by whom. These reports are very important to us, because they help us gauge the effectiveness of our support activity and help determine trends or warning signs." Other reports provide helpful data for Sherwood for performance appraisals, because he can now measure agent productivity with them.

Since going live with FootPrints on March 1, 2002, EMH has expanded the system to deliver web-based driven project tracking and communication in other business areas. Today, in addition to internal support operations, EMH is using FootPrints to support several inter-departmental projects, such as tracking payroll system inquiries and user training requests. Sherwood adds that the clinical support team is also using FootPrints to log their own team's technical issues and requests that are submitted to a third-party software vendor. This "reverse-tracking system" allows EMH to organize service requests and fixes associated with its Cerner® clinical information system that is widely deployed across the organization.

The following is a snapshot of how Eastern Maine Healthcare deployed FootPrints to support other projects throughout its organization:

**New Employee Training Project:** FootPrints is helping EMH log and schedule training for new hires. This process helps EMH demonstrate that compliance with training requirements has been achieved. Additionally, the system provides a way to manage compliance issues, especially related to its clinical information systems.

**Tracking of Requests to Clinical IS Vendor:** EMH uses this project to interact with their clinical systems vendor and track and manage system issues that may not affect end-users.

**Payroll Project:** Eastern Maine set up an internal help desk for its 12-person payroll department to track employee payroll issues, such as time off requests, overtime, etc.

## Results

- Level one resolution percentage has increased from 35 to 55 % with FootPrints
- People are more informed about the status of their requests
- Issues are resolved faster using self-service online
- 10-15% reduction in call volume since requests are now sent in via email
- Improved workflow and productivity
- Streamlined communication
- Ability to easily report on support activity, including open and closed tickets
- Improved efficiency and speed of technical support

## The Results

Since the implementation of FootPrints in March 2002, FootPrints helped EMH improve the volume and quality of its service and support operations while saving a great deal of time by improving overall efficiencies. "With FootPrints, our level one problem resolution percentage rate has increased from 35 percent to 55 percent, with the built-in remote control feature playing a key contributor to this change." EMH now manages call volume more effectively. There has also been a 10-15 percent reduction in call volume since requests are now sent via email and customer web interface. Additionally, the efficiency and speed of technical support at Eastern Maine Healthcare drastically improved. FootPrints empowered the faculty to play a larger role in the help desk, allowing them to submit tickets and search for solutions on their own. This accelerates the issue resolution time and frees the IT support staff to concentrate on more complex problems, thereby providing the highest quality service while improving the overall user experience. Users are kept informed about the status of their issues and problems are resolved more quickly.

All of these features helped Eastern Maine improve the workflow and productivity throughout their extensive network. In many cases, problem resolution time significantly decreased. FootPrints has played an integral role in helping Eastern Maine Healthcare continue to achieve its core mission of maintaining and improving the health and well-being of the people of Central, Eastern, and Northern Maine, through a well-organized network of local health care providers – who offer high quality, cost-effective services to their communities. According to Sherwood, "FootPrints is helping our team ensure that the critical systems supporting EMH's physicians and medical staff are always up and running, and it puts them in the best position to deliver the best care to the community."

### About UniPress Software, Inc.

Headquartered in Edison, New Jersey, UniPress Software, Inc. is a developer of web-based service desk automation software serving mid-market companies, departments within large enterprise organizations, and small businesses. The company's FootPrints® product line, launched in 1996, provides a comprehensive range of capabilities to significantly improve help desk and customer support operations, including centrally managed, multi-channel customer issue tracking, self-service online, knowledge management, professionally written solutions knowledge bases, two-way email management, live eSupport, dynamic access to existing Microsoft Exchange and other LDAP-based corporate address books, and automated IT asset management. The FootPrints product line is widely used by more than 1,700 corporate organizations, government offices, and educational institutions worldwide, including Prudential Financial, BHP Petroleum, IBM, Kampgrounds of America, Schwab Capital Markets L.P., the IRS, and the University of Pennsylvania. UniPress has been developing and marketing software for 21 years, serving more than 22,000 customers since its inception in 1983.

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